

IFB Solutions Quick Access Guide

Newport Retirement Services through FirstCitizens Wealth Management

FOR WEB ACCESS:

Access your account anytime:

1. Go to www.firstcitizens.com/retirement
2. Select Login
3. Select Participant Access
4. Enter your User ID and Password

First-time users:

User ID: Your full Social Security Number (SSN), no dashes.

Password: Your date of birth (MMDDYYYY). Once logged in, you will be required to update your User ID and Password.

FOR PHONE ACCESS:

Access your account anytime by:

1. Dial: 855-593-7279
2. Stay on the line for English or press 5 for Spanish
3. Press 1 to use the Automated System to access account information
4. Press 1 to login
5. Say or enter your Social Security Number (SSN)
6. Say or enter your PIN

First-time users:

PIN: Your default PIN is your date of birth (MMDDYYYY).

Once logged in, you will be required to change your PIN.